



Office of  
Health Benefits

# 2004 Health Benefits Open Enrollment Survey

In an effort to evaluate spring 2004 Open Enrollment, the DHRM Office of Health Benefits has developed the attached survey for Benefits Administrator feedback. Please take a few minutes to respond to the questions below. Return the survey by e-mail to [hbp@dhrm.virginia.gov](mailto:hbp@dhrm.virginia.gov) or fax it to Marie Easley at (804) 371-0231 **by August 20, 2004**. Thank you for taking the time to complete this survey.

## Optional

Name\_\_\_\_\_

Title\_\_\_\_\_

Agency Name\_\_\_\_\_

Address\_\_\_\_\_

Telephone:\_\_\_\_\_ Fax:\_\_\_\_\_

E-mail Address:\_\_\_\_\_

**Benefits Administrator Survey on  
2004 Open Enrollment****Communications**

1. Were Open Enrollment materials useful? Please rate the following:

	<u>Very useful</u>	<u>Useful</u>	<u>Needs improving</u>
Spotlight newsletter:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexible Benefits insert:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee video:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retiree/COBRA materials:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.A. e-mails:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enrollment Forms:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. On a scale of 1 to 4, where 1 is needs improving and 4 is excellent, how would you rate the Open Enrollment information provided on the DHRM Web site?

<u>(4)Excellent</u>	<u>(3)Very Good</u>	<u>(2)Good</u>	<u>(1)Needs improving</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

  

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**COVA Care Administrators**

On a scale of 1 to 4, where 1 is needs improving and 4 is excellent, please rate each administrator on the following:

***Anthem Blue Cross and Blue Shield***

	<u>(4)Excellent</u>	<u>(3) Very good</u>	<u>(2) Good</u>	<u>(1) Needs Improving</u>
<i>Customer Service</i>				
Prior to Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Benefits Administrator Survey on  
2004 Open Enrollment**(4)Excellent (3) Very good (2) Good (1) Needs Improving

<i>Materials</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Problem Resolution</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Response Time</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

***Delta Dental Plan of Virginia***(4)Excellent (3) Very good (2) Good (1) Needs Improving***Customer Service***

Prior to Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Materials</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Problem Resolution</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Response Time</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

***Medco Health Solutions, Inc.***(4)Excellent (3) Very good (2) Good (1) Needs Improving***Customer Service***

Prior to Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Materials</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Problem Resolution</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Response Time</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Benefits Administrator Survey on 2004 Open Enrollment

### *ValueOptions, Inc.*

	<u>(4)Excellent</u>	<u>(3) Very good</u>	<u>(2) Good</u>	<u>(1) Needs Improving</u>
<i>Customer Service</i>				
Prior to Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Materials</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Problem Resolution</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Response Time</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **Customer Service – Office of Health Benefits**

1. On a scale of 1 to 3, where 1 is needs improvement and 3 is very helpful, how would you rate the helpfulness of the OHB staff prior, during and after Open Enrollment?

	<u>(3)Very helpful</u>	<u>(2)Helpful</u>	<u>(1)Needs improvement</u>
<i>Customer Service</i>			
Prior to Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After Open Enrollment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Materials</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Problem Resolution</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Response Time</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What can OHB do in the future to assist you during the Open Enrollment period (before, during and after)?

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## Benefits Administrator Survey on 2004 Open Enrollment

### Enrollment Process

#### *Forms and Distribution*

1. How many enrollment forms did you distribute to your agency's employees?

Less than 10

☐

25-50

☐

50-100

☐

More than 100

☐

2. Open Enrollment information is distributed by my agency in the following ways (check all that apply):

E-Mail

☐

Agency  
Mail

☐

Provided  
In Person

☐

DHRM Web site

☐

Local Web site

☐

Other

☐

If Other, please explain:

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#### *EmployeeDirect*

1. What is the attitude of your employees toward EmployeeDirect?

Very Positive

☐

Positive

☐

Neutral

☐

Negative

☐

2. How can EmployeeDirect be promoted within your agency to increase its use by employees?

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3. What improvements, if any, would you suggest for EmployeeDirect?

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4. Because employees at my agency used EmployeeDirect, I saved approximately \_\_\_\_\_ hours that would have been spent keying Open Enrollment elections.



## Benefits Administrator Survey on 2004 Open Enrollment

### ***Benefits Eligibility System***

1. Were instructions clear for the BES keying process?

Yes ☐

No ☐

2. If not, why not and how could the process be improved?

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### **ID Card Packages and Member Handbooks**

1. On a scale of 1 to 4, where 1 is needs improving and 4 is excellent, how would you rate the employee and retiree group ID card packages for each administrator?

	(4)Excellent	(3)Very Good	(2)Good	(1) Needs improving
<b><i>Anthem</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Delta Dental</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Medco Health</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>ValueOptions</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What other improvements could be made to ID card packages in the future?

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3. We revised the COVA Care Member Handbook for 2004-05 and also enhanced the Web version to make it more user-friendly. Please rate both the printed and Web versions on a scale of 1 to 4, where 1 is needs improvement and 4 is excellent.

	(4)Excellent	(3)Very Good	(2)Good	(1) Needs improving
<b><i>COVA Care Member Handbook</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Web Version</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Benefits Administrator Survey on 2004 Open Enrollment

### **Final Ratings and Comments**

1. How would you rate Open Enrollment overall for 2004?

(5)Excellent    (4)Very Good    (3)Good    (2)Fair    (1) Needs improvement

☐☐☐☐☐

2. Additional Comments:

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